

JUNE 2006



planning & building  
**news**

## The Best in Customer Satisfaction

Let's face it; no one likes to wait in line. And, when you finally get to the front, no matter what the situation, a smile and a "thank you for waiting" can make all the difference in whether you walk away satisfied with the service you received. It's that simple.

Maybe it's the years of experience in the banking industry, or the many hours of formal customer service training she's received, but somehow, as the customers at the Planning counter can attest, **Hilda Almejo** ranks right up there with the best when it comes to customer satisfaction.

Prior to her now eight-year career with the City Of Chula Vista, Almejo worked in banking in a variety of positions from teller to manager. All were positions that placed her working directly with customers and in some cases



conducting community outreach classes in banking. When she began with the City in 1998, she worked in the Finance Department and transferred to Planning and Building seeking an opportunity to learn about development services and continue her interface with the public. "Though the subject matter is very different from her background, Hilda has become very good at answering our customer's questions. She is very resourceful and will track down the information," states Martin Miller, the supervisor for Planning counter operations.

When asked her philosophy about her job as Development Service Technician (DST), it is simply "I want the public to get my best service," she says sincerely. "I always try to put myself in the customer's shoes and treat them the way I would want to be treated." This

attitude has won Almejo much praise from customers and co-workers alike. "When we tally our customer comment cards, Hilda is consistently the DST in Planning that receives the most positive feedback from our customers. She is also a pleasure to work with," concludes Miller.

So, if you have to wait in line to check zoning information or submit an application to Planning, we hope the smile waiting at the counter makes the overall experience worth your time. ■

### Did You Know?

*Major Vehicle Repair (other than changing tires, oil or spark plugs) of motorcycles, trucks, cars, boats, campers and trailers is generally prohibited in any residential zone unless repair work is conducted in a garage, carport or behind a solid fence or wall not less than six feet in height.*

### E V E N T S *For time and location of these meetings, please call 619-691-5101.*

<i>May 31</i>	Solar Energy Workshop	<i>June 28</i>	Planning Commission Hearing
<i>June 5</i>	Design Review Committee and Resource Conservation Commission Hearings	<i>July 3</i>	Resource Conservation Commission Hearing
<i>June 7</i>	GMOC Public Workshop	<i>July 10</i>	Design Review Committee Hearing
<i>June 14</i>	Planning Commission Hearing	<i>July 12</i>	Planning Commission Hearing
<i>June 15</i>	Joint City Council / Planning Commission / GMOC Annual Report Meeting	<i>July 17</i>	Resource Conservation Commission Hearing
<i>June 19</i>	Design Review Committee and Resource Conservation Commission Hearings	<i>July 24</i>	Design Review Committee Hearing
		<i>July 26</i>	Planning Commission Hearing

### C O N T A C T

<b>Administration</b>	(619) 691-5101
<b>Building</b>	
Main Office	(619) 691-5272
Eastern Office	(619) 409-5868
Permit Information	(619) 691-5007
Code Enforcement	(619) 691-5280
Business Licenses	(619) 691-5272
Inspections	(619) 409-5434

**Planning**  
Zoning Information (619) 585-5621

[www.chulavistaca.gov/sc/pb](http://www.chulavistaca.gov/sc/pb)



JUNE 2006



planning & building  
**news**

## Customer Service Improvements

We want to thank all of our customers for your patience during our remodeling and while we are housed in temporary quarters. The City is remodeling our permanent offices and public counter. They will be much more comfortable for you when we reopen in early 2007.

Some of you might be wondering what we did during those few days we were closed. Primarily, we packed up all your plans, our records, files, office supplies and furniture and relocated them from our permanent building to our temporary offices.

However, the office closure also offered us an opportunity to meet together and discuss some customer service improvements. We came up with several ideas that should reduce your counter wait times and make that experience a little bit easier and quicker for you:

- We have installed a second printer so that we can print multiple receipts and permits at the same time. This should reduce your wait time.

- We have issued two-way radios to our Planning Division counter staff so they can call for back-up help and managers when the lines become too long. This should also reduce your wait time.

- We are working on an automated calendar that tells the technicians where all the meetings are happening in City Hall. When you show up at our counter for a meeting, we will soon be able to direct you immediately to the right meeting place.

We have other great ideas that you will begin to see being implemented soon. To help us ensure we are on the right track, we'd really like your opinions and ideas. Please take time to complete the survey enclosed in this newsletter and return it to any of our staff members or via mail. You can also submit the survey online at [www.chulavistaca.gov/Surveys/Police/Planning2006\\_final.htm](http://www.chulavistaca.gov/Surveys/Police/Planning2006_final.htm). ■

### Planning and Building on the Web

We are constantly working to improve our service via the Internet. When was the last time you visited us online?

[www.chulavista.ca.gov/sc/pb](http://www.chulavista.ca.gov/sc/pb)

**OUR MISSION** *is to guide the physical development of the City through the implementation of the General Plan and Building Codes. We are committed to enhancing the quality of life in our community by planning for sound infrastructure and public services, protection of the environment, and promotion of high quality social and economic growth.*

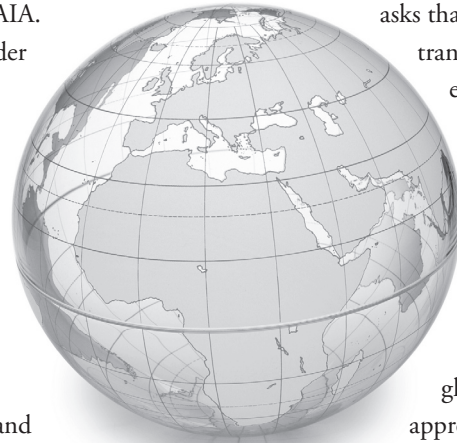
[www.chulavistaca.gov/sc/pb](http://www.chulavistaca.gov/sc/pb)





## Architecture's Link to Global Warming

Part of the Planners Brown Bag Series, Planning & Building hosted a lecture on March 20th by internationally recognized architect Edward Mazria, AIA. Mazria, the founder of Architecture 2030, explained how advances of modern technology since the 1970s, such as passive solar system designs, natural heating, cooling and ventilation, and day-lighting strategies are keys to reducing the consumption of fossil fuel energy. "Unknowingly, the architecture and building community is responsible for almost half of all U.S. greenhouse gas emissions annually," stated Mazria. The "2030 Challenge" sets targets for the architecture and building



community to design all new buildings and developments to use half the fossil fuel energy they would typically consume. Additionally the proposal asks that existing buildings transition to renewable energy sources. These measures will help reduce and stabilize emissions, and reverse them to acceptable levels, which is key in keeping global warming to approximately a degree centigrade (°C) above today's level. Mazria explains that, "We know these targets are readily achievable and that most buildings can be designed to use only a small amount of energy at little or no additional cost..."

For more information on Architecture 2030, visit [www.architecture2030.org](http://www.architecture2030.org). ■

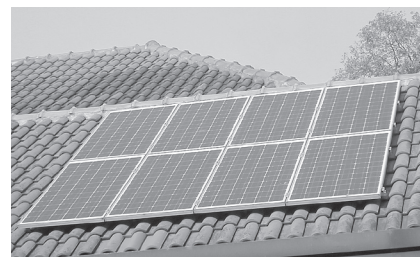
### Save money and cool global warming

*An average household can save three or more tons of greenhouse gases and hundreds of dollars each year by doing simple things, such as:*

- Turn off unnecessary lighting and your computer when not in use
- Insulate your water heater and home
- Use ceiling fans, natural ventilation and window shades instead of air conditioning
- Compost your yard clippings and plant trees
- Walk and bicycle whenever safe and possible
- Recycle bottles, cans, cardboard, and paper

## Workshop on Solar Energy Regulations

The City of Chula Vista will be hosting a workshop on May 31 to discuss ways in which the City can help promote the use of photovoltaic systems in our area. We'll be talking about what is working and what needs to be improved in order for this industry to flourish in Chula Vista. The City has already taken some steps, like reducing permit fees to encourage installations, but we know there are other things that will improve the process. We are also aware that, with the potential rapid growth of this industry in the future, the risk of improper installations rises significantly. Preserving the integrity of this relatively new industry will be important to all of us.



This workshop is aimed at starting an open dialog between the designers and installers of these systems, city officials, and representatives from SDG&E and the San Diego Regional Energy Office. The workshop will start at 5:30 p.m. and will be held in the City Council Chambers at 276 Fourth Ave., Chula Vista. ■

## Which Zone Are You In?

Any new building, remodel or add-on to any existing building must be considered energy efficient by California's Energy Standards. The specific requirements for your project depend upon which Climate Zone your property falls within.

Historically, the California Energy Commission has identified Chula Vista as being within Climate Zone 7. However, beginning April 2006, a change has occurred. The availability of more detailed

Climate Zone maps and the eastern expansion of Chula Vista's city boundaries have identified some areas of the City that are within Climate Zone 10. To verify your zone, you can visit the City's website at [www.chulavistaca.gov](http://www.chulavistaca.gov) and search keyword "Zone 10."

Information regarding Climate Zone 10 requirements can be obtained at California Energy Commission website ([www.energy.ca.gov](http://www.energy.ca.gov)) or for additional information about the requirements consult your energy consultant.

### Zone 10 Requirements

Climate Zone 10 is more restrictive than Climate Zone 7. Following are some of the possible additional requirements for Zone 10:

- Higher R-value for insulation
- Radiant Barrier (a reflective surface that helps to reduce solar heat gain into the attic)
- Higher efficiency windows (lower U-factor and lower Solar Heat Gain Coefficient (SHGC))
- Duct insulation with higher R-value ■

## Abandoned Vehicles

Do you have an inoperable vehicle on your property that you've been trying to get rid of but can't because you lost the paperwork, or it's too expensive to fix? Is there an inoperable vehicle in your neighborhood creating an eyesore?

We can help! As a public service, Chula Vista's Code Enforcement can arrange to have abandoned vehicles removed from properties *absolutely free of charge*. This service is made possible through funds received from the State of California's Abandoned Vehicle Abatement Program. Call us and we will take care of all the details. In return, you'll be helping your community by creating cleaner, safer and more beautiful neighborhoods to live in.

For more information, call Code Enforcement at 619-691-5280. ■



## Improve Your Public Speaking Skills

If you're nervous speaking in front of people, or simply want to improve your oral communication skills, the City of Chula Vista has a great program for you! We are forming a local Toastmasters Group. At Toastmasters, members learn to listen effectively, to think on your feet and to speak confidently in a friendly and supportive environment.

"Chula Vista City Speakers" invites you to attend an upcoming meeting and learn more about the program, with no

obligation to join. The group will meet at Noon each 1st and 3rd Tuesday of the month in Chula Vista City Hall, Conference Room C101 at 276 Fourth Avenue. Feel free to bring your lunch and a friend. Everyone is welcome.

For more information, please call Jeff Steichen at (619)585-5778 or Rabbia Phillip (619) 409-5490. ■

### SUBSCRIBE TO AN E VERSION OF THIS NEWSLETTER:

[www.chulavistaca.gov/City\\_Services/Development\\_Services/Planning\\_Building/WhatsNew/default.asp](http://www.chulavistaca.gov/City_Services/Development_Services/Planning_Building/WhatsNew/default.asp)